

## Active Listening Techniques

Technique	Purpose	Action	Example
<b>Reflecting</b>	~To show that you understand how the person feels	...reflects the speaker's basic feelings	"You seem very upset."
<b>Encouraging</b>	~To convey interest ~To encourage the other person to keep talking	...don't agree or disagree ...use neutral words ...use varying voice intonations	"Can you tell me more...?"
<b>Summarizing</b>	~To review progress ~To pull together important ideas and facts ~To establish a basis for further discussion	...restate major ideas expressed, including feelings	"These seem to be the key ideas you've expressed..."
<b>Clarifying</b>	~To help you clarify what is said ~To get more information ~To help the speaker see other points of view	...ask questions ...restate wrong interpretation to force the speaker to explain further	"When did this happen?" "Do I have this right? You think he told you to give him the pencil because he doesn't like you?"
<b>Restating</b>	~To show you are listening and understanding what is being said ~To help the speaker see other points of view	...restate basic ideas and facts	"So you would like your friends to include you at recess, is that right?"
<b>Validating</b>	~To acknowledge the worthiness of the other person	...acknowledge the value of their issues and feelings ...show appreciation for their efforts and actions	"I truly appreciate your willingness to resolve this matter."